STATE OF FLORIDA

Commissioners: Julia L. Johnson, Chairman Susan F. Clark J. Terry Deason Joe Garcia Diane K. Kiesling



Division of Water & Waste Charles H. Hill Director (904) 413-6900

Public Service Commission

April 2, 1997

Mr. Norwood Hope 158 Turkey Creek Alachua, FL 32615

Re: Docket No. 921098-WS: Application for certificates to provide water and wastewater service in Alachua County under grandfather rights by Turkey Creek, Inc. and Family Diner, Inc. d/b/a Turkey Creek Utilities

Dear Mr. Hope:

This is in response to your letter of March 26, 1997. We appreciate the list of customers and the refunds they received, however, the amounts of the refunds received by the customers were not broken down by the five refunds shown on page 2 of our letter of February 19, 1997 (a copy of which is enclosed). Therefore, we request that you provide a revised list of refunds. This revised list should show the refunds broken down by water, wastewater, late fee, miscellaneous service charges and interest on customer deposit. If the refunds shown on your March 26, 1997, letter include interest, the revised list should specify the amount of interest and provide an explanation as to how the interest was calculated.

ACK .		With re	gard to future refunds, as requested on page 2 of our previous letter, please provide the
AFA .	fo	llowing:	
APP .		1.	An estimate of the date when all refunds will be completed.
CAF			
CMU.		2.	The amounts received by the customers broken down by the five refunds shown on page 2.
CTR .			
EAG		3.	The amount of interest included in the refund and an explanation as to how it was
LEG			calculated.
LIN			egard to the customer notice, we note that according to your notice, the customers are \sim
OPC			u whether they want the refund within a twenty day time frame prior to Turkey Creek
RCH		<u> </u>	fund. Staff is concerned with this notice since Turkey Creek is <u>required</u> by Order Norgen of the second staff is concerned with this notice since Turkey Creek is <u>required</u> by Order Norgen of the second second staff is the second staff is concerned with this notice since Turkey Creek is <u>required</u> by Order Norgen staff.
SEC			or if they indicate that they do not want a refund, this does not mean that they are no
WAS			e for the refund. Therefore, in accordance with Rule 25-30.360, Florida Administrative
отн	<u>C</u> o	ode, (a cop	y of which is enclosed) we request that you send a refund check to all customers who

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850 An Affirmative Action/Equal Opportunity Employer Internet E-mail CONTACT@PSC.STATE.FL.US Mr. Norwood Hope Page 2 April 2, 1997

are eligible for the refund, including those customers who have not replied to your notice. Pursuant to Rule 25-30.360(5), Florida Administrative Code, the refund check must be sent to the last known billing address. As required by Order No. PSC-93-1769-FOF-WS, if any refunds are unclaimed, they must be forwarded to the City of Alachua.

Please file a response by April 15, 1997. If you have any questions, please feel free to contact me.

Sincerely,

Sdellet Kanders

Edith H. Xanders Regulatory Analyst IV Bureau of Policy Development and Industry Structure

EHX:ehx Enclosure

cc: Charles H. Hill Ralph Jaeger, Division of Legal Services Division of Records and Reporting STATE OF FLORIDA

Commissioners: Julia L. Johnson, Chairman Susan F. Clark J. Terry Deason Joe Garcia Diane K. Kiesling



DIVISION OF WATER & WASTEWATER CHARLES H. HILL DIRECTOR (904) 413-6900

Public Service Commission

February 19, 1997

Mr. Norwood Hope 158 Turkey Creek Alachua, FL 32615

Re: Docket No. 921098-WS: Application for certificates to provide water and wastewater service in Alachua County under grandfather rights by Turkey Creek, Inc. and Family Diner, Inc. d/b/a Turkey Creek Utilities, Inc.

Dear Mr. Hope:

Pursuant to my discussions with Mr. Jones, enclosed is a copy of the worksheets used to calculate the interest on the refunds as well as the interest rates which were used. As required by Rule 25-30.360(4), Florida Administrative Code, the interest was calculated using the average monthly interest rate based on the 30 day commercial paper rate for high grade, unsecured notes as regularly published in <u>The Wall Street Journal</u>.

As you can see from the enclosed worksheets the interest was calculated as follows:

1. The refund without interest (Column A) was added to the beginning balance (Column B). This gives you the ending balance (Column C).

Column A + Column B = Column C

2. The ending balance (Column C) is then added to the beginning balance (Column B). The sum of these balances is divided by 2, which gives you the average balance (Column D).

. (Column C +Column B)/2=Column D

3. The monthly interest rate (Column E) is applied to the average balance (Column D). The resulting interest (Column F) added to the ending balance (Column C) to give you the refund with interest (Column G).

> (Column E * Column D) = Column F (Column F + Column C) = Column G

Mr. Norwood Hope Page 2 February 19, 1997

4. The refund with interest (Column G) then becomes the beginning balance (Column B) for the next period.

As you will note from the different spreadsheets, the refund without interest column (Column A) applies only when a charge was in place. For example, on the water spreadsheet, Column A is blank after September 1993 since this was when the utility was purchased by the City of Alachua and Turkey Creek discontinued charging rates for water service.

The interest calculated in these spreadsheets is based on the spreadsheets which you provided as well as the data contained in the Settlement Offer letter of June 13, 1996. Based on this information, I have calculated the following refunds and interest:

	Refund without interest	Interest	Refund with interest	
Water	\$4,939.79	\$1,009.22	\$5,949.01	
Wastewater	18,321.93	3,733.08	22,055.01	
Misc Svc Charges	650.00	125.96	775.96	
Late Fee	459.00	87.41	546.41	
Customer Deposits	0.00	284.59	284.59	
Total	\$24,370.72	\$5,240.26	\$29,610.98	

It is our understanding from conversations with Mr. Jones that you have completed a portion of the refunds and that you have notified the customers of the pending refund. As I discussed with Mr. Jones, we request that you provide us a copy of the letter sent to the customers regarding the refund as well as an estimate of the date when the refunds will be completed. Once the refunds are complete, we will need a final report to reflect the final distribution of the refunds. Included in the report should be:

- 1. A list of the customers who received refunds and the amount they received. The amount they received should be broken down by the five types of refunds shown above.
- 2. The number of customers who did not claim their refunds and the amount that was unclaimed. Please be advised that Order No. PSC 93-1769-FOF-WS requires that any unclaimed refunds be forwarded to the City of Alachua for further distribution.

Mr. Norwood Hope Page 3 February 19, 1997

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Please contact me at (904) 413-7011 if you have any questions.

Sincerely,

dettett. Kanders

Edith H. Xanders Regulatory Analyst IV Bureau of Policy Development and Industry Structure

EHX:ehx Enclosures

cc: Charles H. Hill Michael Jones Division of Records and Reporting Division of Legal Services (Jaeger) •

	Α	В	С	D	Ε	F	G
Month	Refund Without	Beginning	Ending	Average	Monthly Interest	Monthly	Refund With
	Interest	Balance	Balance	Balance	Rate	Interest	Interest
							\$0.00
Jul 93	\$153.00	\$0.00	\$153.00	\$76.50	0.265%	\$0.20	\$153.20
Aug 93	\$153.00	\$153.20	\$306.20	\$229.70	0.263%	\$0.60	\$306.81
Sep 93	\$153.00	\$306.81	\$459.81	\$383.31	0.264%	\$1.01	\$460.82
Oct 93	•••••	\$460.82	\$460.82	\$460.82	0.264%	\$1.22	\$462.04
Nov 93		\$462.04	\$462.04	\$462.04	0.263%	\$1.21	\$463.25
Dec 93		\$463.25	\$463.25	\$463.25	0.271%	\$1.25	\$464.50
Jan 94		\$464.50	\$464.50	\$464.50	0.268%	\$1.25	\$465.75
Feb 94		\$465.75	\$465.75	\$465.75	0.276%	\$1.28	\$467.03
Mar 94		\$467.03	\$467.03	\$467.03	0.300%	\$1.40	\$468.44
April 94		\$468.44	\$468.44	\$468.44	0.316%	\$1.48	\$469.92
May 94		\$469.92	\$469.92	\$469.92	0.344%	\$1.62	\$471.54
Jun 94		\$471.54	\$471.54	\$471.54	0.369%	\$1.74	\$473.28
Jul 94		\$473.28	\$473.28	\$473.28	0.373%	\$1.77	\$475.04
Aug 94		\$475.04	\$475.04	\$475.04	0.387%	\$1.84	\$476.88
Sept 94		\$476.88	\$476.88	\$476.88	0.411%	\$1.96	\$478.84
Oct 94		\$478.84	\$478.84	\$478.84	0.418%	\$2.00	\$480.84
Nov 94		\$480.84	\$480.84	\$480.84	0.444%	\$2.14	\$482.98
Dec 94		\$482.98	\$482.98	\$482.98	0.487%	\$2.35	\$485.33
Jan 95		\$485.33	\$485.33	\$485.33	0.505%	\$2.45	\$487.78
Feb 95		\$487.78	\$487.78	\$487.78	0.506%	\$2.47	\$490.25
Mar 95		\$490.25	\$490.25	\$490.25	0.507%	\$2.49	\$492.74
Apr 95		\$492.74	\$492.74	\$492.74	0.508%	\$2.50	\$495.24
May 95		\$495.24	\$495.24	\$495.24	0.506%	\$2.51	\$497.75
Jun 95		\$497.75	\$497.75	\$497.75	0.507%	\$2.52	\$500.27
Jul 95		\$500.27	\$500.27	\$500.27	0.498%	\$2.49	\$502.76
Aug 95		\$502.76	\$502.76	\$502.76	0.488%	\$2.45	\$505.22
Sept 95		\$505.22	\$505.22	\$505.22	0.491%	\$2.48	\$507.69
Oct 95		\$507.69	\$507.69	\$507.69	0.490%	\$2.49	\$510.18
Nov 95		\$510.18	\$510.18	\$510.18	0.485%	\$2.47	\$512.65
Dec 95		\$512.65	\$512.65	\$512.65	0.478%	\$2.45	\$515.10
Jan 96		\$515.10	\$515.10	\$515.10	0.460%	\$2.37	\$517.47
Feb 96		\$517.47	\$517.47	\$517.47	0.447%	\$2.31	\$519.78
Mar 96		\$519.78	\$519.78	\$519.78	0.451%	\$2.35	\$522.13
Apr 96		\$522.13	\$522.13	\$522.13	0.454%	\$2.37	\$524.50
May 96		\$524.50	\$524.50	\$524.50	0.450%	\$2.36	\$526.86
Jun 96		\$526.86	\$526.86	\$526.86	0.457%	\$2.41	\$529.27
Jul 96		\$529.27	\$529.27	\$529.27	0.457%	\$2.42	\$531.69
Aug 96	•	\$531.69	\$531.69	\$ 531.69	0.452%	\$2.43	\$534.12
Sept 96		\$534.12	\$534.12	\$534.12	0.452%	\$2.41	\$536.53
Oct 96		\$536.53	\$536.53	\$536.53	0.451%	\$2.42	\$538.95
Nov 96		\$538.95	\$538.95	\$538.95	0.451%	\$2.43	\$541.38
Dec 96		\$541.38	\$541.38	\$541.38	0.475%	\$2.44	\$543.83
Jan 97		\$543.83	\$543.83	\$543.83	0.475%	\$2.58	\$546.41
Totals	\$459.00						(\$459.00)
					Interest of	n Refund =	\$87.41
						==	

Miscellaneous Service Charges Refund

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Month Refund Without Beginning Balance Ending Balance Average Balance Monthly Interest Refund With Interest Refund With With Interest Jul 93 \$650.00 \$0.00 \$650.00 \$325.00 0.263% \$171 \$650.257 Sep 33 \$650.42 \$650.42 \$650.44 \$172 \$654.29 Oct 93 \$650.42 \$656.27 \$0.24% \$1.72 \$657.74 Dec 93 \$856.74 \$656.27 \$0.24% \$1.72 \$657.74 Dec 93 \$856.12 \$656.10 \$0.268% \$1.77 \$657.74 Dec 93 \$657.74 \$657.74 \$0.277.47 \$657.74 \$0.277.40 \$1.77 \$656.13 Jan 94 \$663.12 \$663.12 \$663.12 \$0.300% \$1.82 \$663.13 April 94 \$666.71 \$669.51 \$669.51 \$0.337% \$2.261 \$677.10 Jul 94 \$677.49 \$677.10 \$677.10 \$677.10 \$677.10 \$677.10 \$677.10 \$677.10 \$677.10 \$679.8		A	В	С	D	Е	F	G
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Jun 94 \$669.51 \$669.51 \$0.369% \$2.47 \$671.98 Jul 94 \$671.98 \$671.98 \$671.98 \$671.98 \$674.49 \$0.373% \$2.51 \$674.49 Aug 94 \$674.49 \$674.49 \$674.49 \$677.10 \$679.88 \$679.88 \$679.88 \$689.10 \$685.76 \$685.76 \$685.76 \$685.76 \$685.76 \$685.76 \$689.62 \$699.62 \$699.62 \$509.62 \$5070.75 \$3.55 \$703.17 \$703.17 \$703.17 \$703.17 \$703.17 \$703.17 \$706.73	April 94		\$665.11	\$665.11	\$665.11	0.316%	\$2.10	\$667.21
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Oct 94 \$679.88 \$679.88 \$679.88 \$679.88 \$679.88 \$679.88 \$418% \$2.84 \$682.73 Nov 94 \$682.73 \$682.73 \$682.73 \$682.73 \$6447% \$3.33 \$685.76 Dec 94 \$685.76 \$685.76 \$648.76 \$685.76 \$647% \$3.34 \$669.10 Jan 95 \$689.10 \$689.10 \$689.10 \$505% \$3.44 \$669.58 Feb 95 \$696.09 \$696.09 \$690.69 \$506.09 \$507% \$3.53 \$699.62 Mar 95 \$696.69 \$696.09 \$506.09 \$507% \$3.55 \$703.17 May 95 \$703.17 \$703.17 \$703.17 \$508% \$3.56 \$706.73 Jul 95 \$710.31 \$710.31 \$710.31 \$0.498% \$3.48 \$717.33 Sept 95 \$713.85 \$713.85 \$713.85 \$724.38 \$24.38 \$274.38 Nov 95 \$724.38 \$724.38 \$724.38 \$734.73 \$489% \$3.48 \$711.73 Jan 96 \$734.73 \$734.73 \$447% \$3.32 <td>Aug 94</td> <td></td> <td>\$674.49</td> <td>\$674.49</td> <td>\$674.49</td> <td>0.387%</td> <td>\$2.61</td> <td>\$677.10</td>	Aug 94		\$674.49	\$674.49	\$674.49	0.387%	\$2.61	\$ 677.10
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Apr 95 \$699.62 \$699.62 \$699.62 0.508% \$3.55 \$703.17 May 95 \$703.17 \$703.17 \$703.17 \$703.17 \$506.73 0.506% \$3.56 \$706.73 Jun 95 \$706.73 \$706.73 \$706.73 0.507% \$3.58 \$710.31 Jul 95 \$710.31 \$710.31 \$710.31 0.498% \$3.54 \$713.85 Aug 95 \$717.33 \$717.33 \$717.33 0.491% \$3.52 \$720.85 Sept 95 \$717.33 \$717.33 \$717.33 0.491% \$3.53 \$724.38 Oct 95 \$720.85 \$720.85 \$720.85 0.490% \$3.53 \$727.89 Dec 95 \$727.89 \$727.89 \$727.89 0.478% \$3.48 \$731.37 Jan 96 \$734.73 \$734.73 \$734.73 0.447% \$3.28 \$738.02 Mar 96 \$734.73 \$734.73 \$734.73 \$744.71 \$744.71 \$744.71 \$744.71 \$744.71 Mar 96 \$734.73 \$744.71 \$744.71 \$744.71 \$744.71 \$744.71 <td< td=""><td>Feb 95</td><td></td><td>\$692.58</td><td>\$692.58</td><td>\$692.58</td><td>0.506%</td><td>\$3.51</td><td>\$696.09</td></td<>	Feb 95		\$692.58	\$692.58	\$692.58	0.506%	\$3.51	\$696.09
May 95 \$703.17 \$703.17 \$703.17 0.506% \$3.56 \$706.73 Jun 95 \$706.73 \$706.73 \$706.73 0.507% \$3.58 \$710.31 Jul 95 \$710.31 \$710.31 \$710.31 0.498% \$3.54 \$713.85 Aug 95 \$713.85 \$713.85 \$713.85 0.488% \$3.48 \$717.33 Sept 95 \$717.33 \$717.33 \$717.33 0.491% \$3.52 \$720.85 Oct 95 \$720.85 \$720.85 \$720.85 \$720.85 \$727.89 \$724.38 0.491% \$3.51 \$727.89 Dec 95 \$727.89 \$727.89 \$727.89 0.478% \$3.48 \$731.37 Jan 96 \$731.37 \$731.37 \$731.37 \$33.36 \$734.73 Mar 96 \$734.73 \$734.73 \$734.73 0.447% \$3.28 \$738.02 Mar 96 \$734.73 \$744.71 \$744.71 \$744.71 \$744.71 \$744.71 Mar 96 \$744.71 \$744.71 \$744.71 \$744.71 \$744.71 \$744.71 \$744.71 \$744.71 <	Mar 95		\$696.09	\$696.09	\$696.09	0.507%	\$3.53	\$699.62
Jun 95\$706.73\$706.73\$706.730.507%\$3.58\$710.31Jul 95\$710.31\$710.31\$710.310.498%\$3.54\$713.85Aug 95\$713.85\$713.85\$713.850.488%\$3.48\$717.33Sept 95\$717.33\$717.33\$717.330.491%\$3.52\$720.85Oct 95\$720.85\$720.85\$720.850.490%\$3.53\$724.38Nov 95\$724.38\$724.38\$724.380.485%\$3.51\$727.89Dec 95\$727.89\$727.89\$727.890.478%\$3.48\$731.37Jan 96\$731.37\$731.37\$731.370.460%\$3.36\$734.73Feb 96\$734.73\$734.73\$734.730.447%\$3.28\$738.02Mar 96\$738.02\$738.02\$738.020.451%\$3.33\$741.35Apr 96\$744.71\$744.71\$744.710.450%\$3.35\$748.06Jun 96\$748.06\$748.06\$748.06\$457%\$3.42\$751.48Jul 96\$751.48\$751.48\$751.480.457%\$3.43\$761.75Aug 96\$754.92\$754.92\$754.920.452%\$3.41\$758.33Sept 96\$758.33\$758.33\$758.330.452%\$3.43\$761.75Nov 96\$765.19\$765.19\$765.190.451%\$3.45\$768.64Dec 96\$768.64\$768.64\$768.64\$768.64\$768.64\$768.64Jan 97\$772.29\$772.2	Apr 95		\$699.62	\$699.62	\$699.62	0.508%	\$3.55	\$703.17
Jul 95 \$710.31 \$710.31 \$710.31 0.498% \$3.54 \$713.85 Aug 95 \$713.85 \$713.85 \$713.85 \$713.85 0.488% \$3.48 \$717.33 Sept 95 \$717.33 \$717.33 \$717.33 0.491% \$3.52 \$720.85 Oct 95 \$720.85 \$720.85 \$720.85 0.490% \$3.53 \$724.38 Nov 95 \$727.89 \$727.89 \$727.89 0.478% \$3.48 \$731.37 Jan 96 \$731.37 \$731.37 \$731.37 0.460% \$3.36 \$734.73 Jan 96 \$734.73 \$734.73 \$734.73 0.447% \$3.28 \$738.02 Mar 96 \$738.02 \$738.02 \$738.02 0.451% \$3.35 \$744.71 May 96 \$744.71 \$744.71 \$744.71 \$3.45 \$744.71 Jul 96 \$754.92 \$754.92 \$754.92 \$3.43 \$754.92 Jul 96 \$754.92 \$754.92 \$754.92 \$754.92 \$3.43 \$764.92 Jul 96 \$754.92 \$754.92 \$754.92 \$754.92	May 95		\$703.17	\$703.17	\$703.17	0.506%	\$3.56	\$706.73
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Mar 96 \$738.02 \$738.02 \$738.02 \$738.02 \$4738.02 \$738.02 \$4738.02 \$4738.02 \$4738.02 \$4738.02 \$4738.02 \$4738.02 \$4738.02 \$4741.35 \$4741.35 \$4741.35 \$4741.35 \$4741.35 \$4741.35 \$44.71 \$4741.35 \$44.71	Jan 96							\$734.73
Apr 96\$741.35\$741.35\$741.350.454%\$3.37\$744.71May 96\$744.71\$744.71\$744.710.450%\$3.35\$748.06Jun 96\$748.06\$748.06\$748.060.457%\$3.42\$751.48Jul 96\$751.48\$751.48\$751.480.457%\$3.43\$754.92Aug 96\$754.92\$754.92\$754.920.452%\$3.41\$758.33Sept 96\$758.33\$758.33\$758.330.452%\$3.43\$761.75Oct 96\$761.75\$761.75\$761.750.451%\$3.43\$765.19Nov 96\$768.64\$768.64\$768.640.475%\$3.65\$772.29Jan 97\$772.29\$772.29\$772.29\$772.29\$772.29\$775.96(\$650.00)	Feb 96							\$738.02
May 96\$744.71\$744.71\$744.710.450%\$3.35\$748.06Jun 96\$748.06\$748.06\$748.060.457%\$3.42\$751.48Jul 96\$751.48\$751.48\$751.480.457%\$3.43\$754.92Aug 96\$754.92\$754.92\$754.920.452%\$3.41\$758.33Sept 96\$758.33\$758.33\$758.330.452%\$3.43\$761.75Oct 96\$761.75\$761.75\$761.750.451%\$3.43\$765.19Nov 96\$768.64\$768.64\$768.640.475%\$3.65\$772.29Jan 97\$772.29\$772.29\$772.29\$772.29\$775.96(\$650.00)	Mar 96		\$738.02	\$738.02			\$3.33	\$741.35
Jun 96 \$748.06 \$748.06 \$748.06 \$0.457% \$3.42 \$751.48 Jul 96 \$751.48 \$751.48 \$751.48 \$0.457% \$3.43 \$754.92 Aug 96 \$754.92 \$754.92 \$754.92 \$0.452% \$3.41 \$758.33 Sept 96 \$758.33 \$758.33 \$758.33 0.452% \$3.43 \$761.75 Oct 96 \$761.75 \$761.75 \$761.75 0.451% \$3.43 \$765.19 Nov 96 \$768.64 \$768.64 \$768.64 0.457% \$3.45 \$768.64 Dec 96 \$768.64 \$768.64 \$768.64 0.451% \$3.65 \$772.29 Jan 97 \$772.29 \$772.29 \$772.29 0.475% \$3.67 \$775.96 \$650.00 \$650.00 \$650.00 \$765.19 \$768.64 \$768.64 \$768.64 \$768.64 \$775.96	Apr 96		\$741.35	\$741.35			\$3.37	\$744.71
Jul 96\$751.48\$751.48\$751.480.457%\$3.43\$754.92Aug 96\$754.92\$754.92\$754.920.452%\$3.41\$758.33Sept 96\$758.33\$758.33\$758.330.452%\$3.43\$761.75Oct 96\$761.75\$761.75\$761.750.451%\$3.43\$765.19Nov 96\$765.19\$765.19\$765.190.451%\$3.45\$768.64Dec 96\$768.64\$768.64\$768.640.475%\$3.65\$772.29Jan 97\$772.29\$772.29\$772.290.475%\$3.67\$775.96(\$650.00)	May 96		\$744.7 1	\$744.71			\$3.35	\$748.06
Aug 96\$754.92\$754.92\$754.920.452%\$3.41\$758.33Sept 96\$758.33\$758.33\$758.330.452%\$3.43\$761.75Oct 96\$761.75\$761.75\$761.750.451%\$3.43\$765.19Nov 96\$765.19\$765.19\$765.190.451%\$3.45\$768.64Dec 96\$768.64\$768.64\$768.640.475%\$3.65\$772.29Jan 97\$772.29\$772.29\$772.290.475%\$3.67\$775.96(\$650.00)	Jun 96		\$748.06	\$748.06	\$748.06		\$3.42	\$751.48
Sept 96 \$758.33 \$758.33 \$758.33 \$758.33 \$0.452% \$3.43 \$761.75 Oct 96 \$761.75 \$761.75 \$761.75 0.451% \$3.43 \$765.19 Nov 96 \$765.19 \$765.19 \$765.19 0.451% \$3.45 \$768.64 Dec 96 \$768.64 \$768.64 \$768.64 0.475% \$3.65 \$772.29 Jan 97 \$772.29 \$772.29 \$772.29 0.475% \$3.67 \$775.96 \$650.00 \$650.00 \$650.00 \$650.00 \$650.00 \$650.00 \$650.00 \$650.00	Jul 96		\$751.48	\$ 751. 4 8	\$751.48	0.457%	\$3.43	\$754.92
Oct 96 \$761.75 \$761.75 \$761.75 0.451% \$3.43 \$765.19 Nov 96 \$765.19 \$765.19 \$765.19 0.451% \$3.45 \$768.64 Dec 96 \$768.64 \$768.64 \$768.64 \$768.64 \$772.29 \$3.65 \$772.29 Jan 97 \$650.00 \$650.00 \$650.00 \$650.00 \$650.00	Aug 96		\$754.92	\$754.92	\$754.92	0.452%	\$3.4 1	\$758.33
Nov 96 \$765.19 \$765.19 \$765.19 0.451% \$3.45 \$768.64 Dec 96 \$768.64 \$768.64 \$768.64 \$768.64 0.475% \$3.65 \$772.29 Jan 97 \$772.29 \$772.29 \$772.29 0.475% \$3.67 \$775.96 \$650.00 \$650.00 \$650.00 \$650.00 \$650.00 \$650.00	Sept 96		\$758.33	\$758.33			\$3.43	\$761.75
Dec 96 \$768.64 \$768.64 \$768.64 0.475% \$3.65 \$772.29 Jan 97 \$772.29 \$772.29 \$772.29 0.475% \$3.67 \$775.96 \$650.00 \$650.00 \$650.00 \$650.00 \$650.00 \$650.00	Oct 96		\$761.75	\$761.75	\$761.75	0.451%	\$3.43	\$765.19
Dec 96 \$768.64 \$768.64 \$768.64 0.475% \$3.65 \$772.29 Jan 97 \$772.29 \$772.29 \$772.29 \$772.29 \$775.96 \$650.00 \$650.00 \$650.00 \$650.00 \$650.00	Nov 96		\$765.19	\$765.19	\$765.19	0.451%	\$3.45	\$768.64
Jan 97 \$772.29 \$772.29 \$772.29 0.475% \$3.67 \$775.96 \$650.00 (\$650.00)	Dec 96		\$768.64	\$ 768.64	\$768.64	0.475%	\$3.65	
\$650.00 (\$650.00)	Jan 97		\$772.29	\$772.29	\$772.29	0.475%	\$3.67	
		\$650.00						
						Interest c	on Refund =	\$125.96

Interest on Customer Deposit Refund

					rest on Custor	ner Depoert R	FUNC		
			A		c	D	E	F	G
• the second second	•	Month	Refund Without Internet	Beginning Belance	Ending Balance	Average Balance	Monthly Interest Rate	Monthly Interest	Refund With Interest
									\$0.00
		Jun 92	\$1,200.00						
		Jul 92		\$1,201.95	\$1,201.96	\$1,201.95			
,		Aug 92 Sep 92		\$1,206.59 \$1,208.99		\$1,205.50 \$1,206.99			
		Oct 92		\$1,212.38		\$1,212.38			
		Nov 92		\$1,215.71	\$1,215.71	\$1,215.71	0.272%	\$3.30	\$1,219.01
		Dec 92		\$1,219.01	\$1,219.01	\$1,219.01			\$1,222.43
		Jan 93 Feb 93		\$1,222.43 \$1,225.79	\$1,222.43 \$1,225.79	\$1,222.43 \$1,225.79			\$1,225.79 \$1,228.99
		Mar 93		\$1,228.99	\$1,228.99	\$1,228.99		\$3.24	\$1,232.23
		Apr 93		\$1,232.23	\$1,232.23	\$1,232.23	0.262%		
	•	May 93		\$1,236.45	\$1,235.45	\$1,235.45		\$3.22	\$1,238.67
		Jun 93		\$1,238.57	\$1,238.67	\$1,238.67	0.265%	\$3.28	\$1,241.95
		Jul 93 Aug 93		\$1,241.96 \$1,245.25	\$1,241.95 \$1,245.25	\$1,241.95 \$1,245.25	0.265% 0.263%	\$3.29 \$3.27	\$1,245.25 \$1,248.52
· · · .	•	Sep 93		\$1,248.52	\$1,248.52	\$1,248.52		\$3.30	\$1,251.81
		Oct \$3		\$1,251.81	\$1,251.81	\$1,251.81	0.264%	\$3.31	\$1,255.12
		Nov 93		\$1,255.12	\$1,255.12	\$1,255.12		\$3.29	\$1,258.42
		Dec 93		\$1,258.42	\$1,258.42	\$1,258.42		\$3.41	\$1,261.82
		Jan 94 Eab 04		\$1,261.82 \$1,265.21	\$1,261.82 \$1,265.21	\$1,281.82 \$1,285.21	0.268%	\$3.39	\$1,265.21 \$1,268.70
• •		Feb 94 Mar 94		\$1,206.70	\$1,268.70	\$1,286.70	0.300%	\$3.40 \$3.81	\$1,272.51
25 M		And H		\$1,272.51	\$1,272.51	\$1,272.51	0.310%	\$4.62	\$1,276.54
All and the second s		May 94		\$1,278.54	\$1,278.54	\$1,278.54	0.344%	\$4.30	\$1,260.83
	· .	Jun 🖬 👘		\$1,200.93	\$1,200.83	\$1,200.93	0.300%	\$4.73	\$1,285.85
		Jul 94		\$1,305.00	\$1,205.08	\$1,295.66	0.373%	\$4.80	\$1,290.45
	·	Aug 94 2 Sept 94		\$1,300.46 \$1,305.46	\$1,290.46	\$1,290.46 \$1,295.45	0.367%	\$4.90 • \$5.32	\$1,295.45 \$1,300.77
		Oct 94		\$1,300.77	\$1,300.77	\$1,300.77	0.418%	·; 第.2 第.4	\$1,306.21
		Nov 94		\$1,308.21	\$1,306.21	\$1,305.21	0.444%	\$5.80	\$1,312.01
and the second	, s. à	Dec.84		\$1,312.01	\$1,312.01	\$1,312.01	0.487%	\$6.39	\$1,318.40
34424 3 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		jen 16		\$1,318.40	\$1,318.40	\$1,318.40	0.505%	\$6.65	\$1,325.07
A BERRY AND		Feb 55		\$1,585.87 \$1,591.78	\$1,525.67 \$1,581.76	\$1,325.07	0.500%	#. 71	\$1,231.78
				\$1,538.53	\$1,396.63	\$1,3\$1.78 \$1,3\$8.53	0.507%	\$6.75 \$6.80	\$1, 338.53 \$1,345.23
		May 95		\$1,346.33	\$1,346.33	\$1,345.33	0.500%	\$6.81	\$1,352.13
Carrange - Marine		Jun 96		\$1,352.13	\$1,352.13	\$1,382.13	0.507%	\$6.86	\$1,358.99
		Jul 95		\$1,358.99	\$1,358.99	\$1,368.99	0.405%	\$6.77	\$1,365.76
A Real Constant	\$	Aug 95		\$1,365.76	\$1,385.76	\$1,305.76	0.488%	\$6.66	\$1,372.42
		Sept 95 Oct 95		\$1,372.42 \$1,379.16	\$1,372.42 \$1,378.16	\$1,572.42 \$1,578.16	0.491%	\$6.74 \$6.75	\$1,379.16 \$1,386.91
		Nov 95		\$1,385.91	\$1,306.91	\$1,305.91	0.485%	\$6.72	\$1,392.62
		Dec 95		\$1,392.62	\$1,382.62	\$1,382.62	0.478%	\$6.65	\$1,300.27
		Jan 96		\$1,399.27	\$1,399.27	\$1,309.27	0.460%	\$6.44	\$1,405.71
	-	Feb 96		\$1,405.71	\$1,405.71	\$1,495.71	0.447%	\$6.26	\$1,411.99
		Mar 96 Apr 96		\$1,411.90 \$1,418.37	\$1,411.99 \$1,418.37	\$1,411.90 \$1,418.37	0.451% 0.454%	\$6.37 \$6.44	\$1,418.37 \$1,424.81
	997 11 ⁸⁶	May SS		\$1,424.81	\$1,424.81	\$1,434.81	0.450%	36.41	\$1,424.51 \$1,431.22
		Jan 36		\$1,431.22	\$1,431.22	\$1,431.22	0.457%	\$6.54	\$1,437.76
这一天教教的第三个文书的"	1. 1 . 1 .	Jul 16		\$1,437.76	\$1,437.76	\$1,437.76	0.457%	\$6.57	\$1,444.33
		Aug 96		\$1,444.33	\$1,444.33	\$1,444.33	0.452%	\$6.53	\$1,450.86
•		Sept 96 Oct 96		\$1,460.86 \$1,467.41	\$1,450.86 \$1,457.41	\$1, 460.88 \$1, 457. 41	0.452%	\$6.55 \$6.57	\$1,457.41
		Nov 96		\$1,457.41 \$1,463.95	\$1,467.41 \$1,463.96	\$1,463.95	0.451% 0.451%	\$6.57 \$6.61	\$1,463.98 \$1,470.59
		Dec 95		\$1,470.50	\$1,470.59	\$1,470.59	0.475%	\$6.99	\$1,477.57
		Jan 97		\$1,477.57	\$1,477.57	\$1,477.57	0.475%	\$7.02	\$1,484.59
									(\$1,200.00)
							interest to be	= bebunder =	\$284.50

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Interest to be refunded = _________

Water	Refund

B	С	D	E

		Water Refund							
	· .		A	B	c	D	E	F	G
, 1997 (<u>1</u> 994) 1	•	Month	Refund Without Interest	Beginning Balance	Ending Balance	Average Balance	Monthly Interest Rate	Monthly Interest	Refund With Interest
	ی میر ای مانو میر	Sep 92 Oct 92 Dec 92 Jan 93 Feb 93 May 93 Apr 93 Jun 93 Jun 93 Jul 93 Aug 93 Sep 93 Oct 93 Dec 93 Jan 94 Feb 94 Mar 94	\$189.24 \$202.14 \$363.13 \$370.48 \$401.05 \$362.42 \$362.42 \$362.42 \$362.45 \$498.05 \$383.75 \$477.52 \$419.85	\$189.51 \$392.44 \$757.13 \$1,130.25 \$1,534.97 \$1,901.85 \$2,275.59 \$2,659.52 \$3,193.59 \$3,700.76 \$4,094.83	\$189.24 \$391.85 \$755.57 \$1,127.61 \$1,531.31 \$1,807.39 \$2,270.00 \$2,653.07 \$3,185.97 \$3,091.64 \$4,084.51 \$4,572.35 \$5,016.24 \$5,029.49 \$5,042.69 \$5,068.36 \$5,069.92 \$5,063.90 \$5,069.92	\$94.62 \$290.58 \$574.01 \$942.37 \$1,330.78 \$1,716.18 \$2,085.98 \$2,484.33 \$2,922.74 \$3,442.81 \$3,892.64 \$4,333.59 \$4,793.85 \$5,018.24 \$5,029.49 \$5,042.69 \$5,069.52 \$5,069.50 \$5,069.92 \$5,069.91	0.281% 0.274% 0.272% 0.281% 0.261% 0.263% 0.265% 0.265% 0.265% 0.265% 0.265% 0.265% 0.264% 0.264% 0.264% 0.264% 0.271% 0.278% 0.278% 0.278%	\$0.27 \$0.80 \$1.55 \$2.65 \$3.06 \$4.45 \$6.49 \$6.45 \$7.52 \$0.12 \$10.32 \$11.36 \$13.25 \$13.26 \$13.25 \$13.26 \$13.27 \$13.87	\$1,534.97 \$1,901.86 \$2,275.59 \$2,859.52 \$3,193.59 \$3,700.76 \$4,094.83 \$4,583.72 \$5,016.24 \$5,029.49 \$5,042.09 \$5,042.09 \$5,042.09 \$5,045.35 \$5,009.92 \$5,083.90
		April 94 May 94 Jun 94 Jul 94 Aug 94 Sept 94 Nov 94 Dec 94 Jan 95 Feb 95 Mar 95		96,000.17 96,116.30 95,132.90 95,161.86 95,171.09 95,191.08 95,212.41 95,257.46 95,257.46 95,257.46 95,257.46 95,358.07 94,308.77	90,000.17 95,116.30 95,132.90 95,181.85 95,171.09 95,191.08 95,212.41 95,234.21 95,237.46 95,213.07 \$5,338.65	30,000.17 95,115.30 95,132.90 95,151.85 95,171.09 95,191.08 95,212.41 95,234.21 95,257.46 95,263.07 95,336.65	0.316% 0.349% 0.373% 0.373% 0.419% 0.419% 0.444% 0.445% 0.505% 0.505% 0.505%	\$16.13 \$17.81 \$18.95 \$19.23 \$19.23 \$21.33 \$21.81 \$23.25 \$25.61 \$26.50 \$26.50 \$26.50 \$26.50 \$26.50 \$26.50 \$26.50 \$26.50 \$27.06	\$5,132.90 \$5,151.85 \$5,171.09 \$5,191.08 \$5,212.41
		Apr 95 May 95 Jun 95 Jul 95 Aug 95 Sept 95 Oct 95 Dec 95 Jan 98 Feb 98 Mar 98		\$6,383.71 \$6,380.98 \$6,418.23 \$6,448.70 \$6,472.94 \$6,489.52 \$6,628.61 \$6,553.67 \$5,580.48 \$6,807.13 \$6,632.92 \$6,632.92 \$5,658.10	95,983,71 95,390.98 95,418.23 95,445.70 95,472.84 95,490.52 95,525.51 95,553.57 95,553.57 95,580.48 95,697.13 95,632.92 95,658.10	\$5,363.71 \$5,390.96 \$5,418.23 \$5,446.70 \$5,472.84 \$5,409.52 \$5,528.51 \$5,563.57 \$5,580.48 \$5,807.13 \$5,807.13 \$5,832.92 \$5,858.10	0.508% 0.508% 0.498% 0.498% 0.491% 0.490% 0.490% 0.495% 0.485% 0.485% 0.480% 0.447% 0.445%	\$27.24 \$27.27 \$27.47 \$27.14 \$26.05 \$26.05 \$26.05 \$26.05 \$26.05 \$26.18 \$25.18 \$25.53	\$5,500.95 \$5,418.23 \$5,445.70 \$5,472.84 \$5,400.52 \$5,528.51 \$5,553.57 \$5,580.48 \$5,607.13 \$5,580.48 \$5,607.13 \$5,658.10 \$5,658.10
		Apr 96 May 96 Jun 96 Jul 96 Aug 96 Sapt 96 Oct 96 Nov 96 Dec 96 Jan 97 Totale	\$4,939.79	\$5,853.94 \$6,709.46 \$5,735.14 \$5,715.33 \$5,917.87 \$5,913.83 \$5,940.09 \$5,938.42 \$5,938.42 \$5,932.89 \$5,920.88	\$6,883.84 \$6,709.45 \$6,735.14 \$6,761.33 \$6,813.83 \$6,813.83 \$6,840.09 \$5,886.42 \$5,886.42 \$5,886.42 \$5,886.42 \$5,886.89 \$5,920.88	\$5,863.84 \$5,709.45 \$5,735.14 \$5,781.33 \$5,787.87 \$5,813.83 \$5,840.09 \$5,886.42 \$5,882.89 \$5,920.88	0.464% 0.460% 0.457% 0.457% 0.452% 0.452% 0.451% 0.451% 0.475% 0.475% interest of	\$25.69 \$28.19 \$28.33 \$28.77 \$28.25 \$28.33 \$28.47 \$27.99 \$28.12	\$5,709.45 \$5,735.14 \$5,757.57 \$5,813.83 \$5,840.09 \$5,805.42 \$5,820.85 \$5,949.01 (\$4,939.79) \$1,009.22

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•	Wastewater Refund										
		A	8	с	D	E	F	G			
e estadores en en entre entre entre entre entre Entre entre	Month	Refund Without interest	Beginning Belance	Ending Belance	Average Belance	Monthly Interest Rate	Monthly Interest	Refund With Interest			
	Sep 92	\$384.26	\$0.00	\$384.26	\$192.13	0.281%	\$0.54	\$0.0 \$384.8			
	Oct 92	\$401.95		\$786.76	\$585.78	0.274%	\$1.61	\$788.3			
1	Nov 92	\$1,510.59		\$2,298.96	\$1,543.66	0.272%	\$4.19	\$2,303.1			
	Dec 92	\$1,534.92		\$3,838.07	\$3,070.61	0.281%	\$8.62	\$3,846.6			
· · ·	Jan 93 Feb 93	\$1,631.75 \$1,529.10		\$5,478.44 \$7,020.36	\$4,882.57 \$6,255.81	0.275%	\$12.82 \$16.32	\$5,491.2 \$7,036.6			
	Mar 93	\$1,500.56		\$8,537.24	\$7,786.96	0.263%	\$20.51	\$8,557.7			
	Apr 93	\$1,554.09	\$8,557.75	\$10,111.84	\$9,334.79	0.262%	\$24.43	\$10,136.2			
	May 93	\$1,700.30	\$10,136.26	\$11,836.56	\$10,986.41	0.261%	\$28.66	\$11,865.2			
	Jun 93	\$1,676.17	\$11,865.22	\$13,541.39	\$12,703.30	0.265%	\$33.66	\$13,575.0			
•	Jul 93	\$1,565.47	\$13,575.06	\$15,140.52	\$14,357.79 \$16,020.89	0.265% 0.263%	\$38.05	\$15,178.5			
	Aug 93 Sep 93	\$1,684.23 \$1,648.53	\$15,178.57 \$16,904.86	\$16,862.80 \$18,553.39	\$17,729.12	0.264%	\$42.05 \$46,83	\$16,904.8 \$18,800.2			
	Oct 93	\$ (,0 4 0.00	\$18.000.22	\$18,600.22	\$18,000.22	0.264%	\$49.14	\$18,649.3			
	Nov 93		\$18,649.36	\$18,649.36	\$18,640.35	0.263%	\$48.95	\$18,696.3			
	Dec 93		\$18,698.31	\$18,696.31	\$18,698.31	0.271%	\$50.64	\$18,748.9			
	Jan 94		\$18,748.95	\$18,748.95	\$18,748.95	0.265%	\$60.31	\$18,799.20			
	Feb \$4		\$18,799.26	\$18,799.26	\$18,799.26	0.276%	\$51.85	\$18,851.12			
	Mar 94 April 94		\$18,851.12 \$18,907.75	\$18,851.12 \$18,907.75	\$18,851.12 \$18,807.75	0.300%	\$56.63 \$59.80	\$18,807.75 \$18,967.54			
and the second	May 94		\$18,957.54	\$18,957.54	\$18,967.54	0.344%	\$65.28	\$19,632,82			
• • •	Jun 94		\$19,032.82	\$19,032.82	\$19,032.82	0.344%	\$70.26	\$19,103.00			
	S SHE M	: · · · · · · · · · · · · · · · · · · ·	\$19,103.09	\$19,103.89	\$10,183.00	0.373%	\$71.32	\$19,174.40			
	Ang M		\$18,174.40	\$19,174.40	\$18,174.40	0.307%	\$74.14	\$19,248.55			
	Buil 54	•	\$19,248.55	\$19,248.85	\$19,248.55	0.411%	\$79.06	\$18,827.83			
「美国美国教育委員会主任のこので、」	Oct 94 Nov 94		\$19,327.63 \$19,408.48	\$19,327.63	\$18,327.63 \$18,468.48	D.418%	\$60.85 \$66.21	\$19,408.48 \$19,464.69			
	Dec M		\$18,404.00	819.404.00	\$19,404.00	9.467%	\$04.95	\$19,509.54			
	Jan 35		\$19,500.84	\$19,500.64	\$19,500.04	0.500%	\$68.01	\$19,688.65			
	Feb 95		\$19,008.65	\$19,008.05	\$19,005.05	0.000%	\$60.87	\$19,788.3			
and the second of the second second	Mar 95		\$19,788.32	\$19,788.92	\$19,788.32	9.807%	\$100.54	\$18,868.67			
计工业安全公司 化合金化合金化合金	Apr 86	: •	\$19,808.87	\$19,808.87 \$19,908.68	\$18,886.67	0.508%	\$101.82	\$19,909.60			
	May 95 Jun 96		\$19,500.50	\$20,000.80	\$19,908.08 \$20,000.00	0. 807% 0. 807%	\$101.11 \$101.86	\$20,680.80 \$20,182.65			
	Jul 16	1 E E E	\$20,182,66	\$20,192.00	820,182.68	0.400%	\$100.63	\$26,203.30			
	Aug 95	• •	\$20,293.30	\$20,283.30	\$20,293.30	0.488%	\$96.83	\$20,392.23			
网络黄色藻科 网络白鹭属白色白	Sept 95		\$20,392.23	\$20,382.23	\$20,382.23	0.401%	\$100.09	\$20,462.32			
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	Nov 95		\$20,592.65	\$20,582.65 \$20,682.44	\$20,582.65	0.480%	\$99.79	\$20,692.44			
	Dec 95		\$20,692.44	\$20,7\$1.25	\$20,682.44 \$20,791.25	0.478% 0.460%	306.81	\$20,791.25			
	Jan 96 Fab 96		\$20,791.25 \$20,866.89	\$20,386.89	\$20,006.00	0.447%	\$96.84 \$93.38	\$20,885.89 \$20,980.27			
3 .	Mar 96		\$20,980.27	\$20,980.27	\$20,980.27	0.461%	\$94.87	\$21,074.94			
	Apr 96		\$21,074.94	\$21,074.94	\$21,074.94	0.464%	\$95.72	\$21,170.66			
	May 96		\$21,170.86	\$21,178.85	\$21,170.85	9.480%	\$96.27	\$21,206.83			
	Jun 96		\$21,285.93	\$21,286.93	\$21,206.83	0.457%	\$97.11	\$21,353.04			
きない たかかい かんかん ひんかん ひんかい	Jul 96		\$21,353.04	\$21,383.04	\$21,383.04	0.457%	\$97.85	\$21,460.89			
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	Nov 95		\$21,754.08	\$21,754.06	\$21,754.06	0.461%	\$98.07	\$21,852.13			
	Dec 95		\$21,852.13	\$21,852.13	\$21,862.13	0.475%	\$96.61	\$21,950.74			
· · · 2	Jan 97		\$21,960.74	\$21,950.74	\$21,950.74	0.475%	\$104.27	\$22,055.01			
	Totals	\$18,321.93						(\$18,321.83)			

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Supp. No. 179

this provision. Specific Authority: 367.121, F.S. Law Implemented: 367.121, F.S. History: New 11/9/86.

25-30.355 Complaints.

(1) A utility shall make a full and prompt acknowledgement and investigation of all customer complaints and shall respond fully and promptly to all customer requests.

(2) For the purpose of this rule the word "complaint" used in this rule shall mean an objection made to the utility by the customer as to the utility's charges, facilities or service, where the disposal of the complaint requires action on the part of the utility.

(3) Replies to inquiries by the Commission's staff shall be furnished within fifteen (15) days from the date of the inquiry and shall be in writing, if requested.

Specific Authority: 367.121, F.S.

Law Implemented: 367.121, P.S.

History: Amended 9/12/74, formerly 25-10.70, Transferred from 25-10.070 and Amended 11/9/86.

25-30.360 Refunds.

(1) Applicability. With the exception of deposit refunds, all refunds ordered by the Commission shall be made in accordance with the provisions of this Rule, unless otherwise ordered by the Commission.

(2) Timing of Refunds. Refunds must be made within 90 days of the Commission's order unless a different time frame is prescribed by the Commission. A timely motion for reconsideration temporarily stays the refund, pending the final order on the motion for reconsideration. In the event of a stay pending reconsideration, the timing of the refund shall commence from the date of the order disposing of any motion for reconsideration. This rule does not authorize any motion for reconsideration not otherwise authorized by Chapter 25-22, Florida Administrative Code.

(3) Basis of Refund. Where the refund is the result of a specific rate change, including interim rate increases, and the refund can be computed on a per customer basis, that will be the basis of the refund. However, where the refund is not related to specific rate changes, such as a refund for overearnings, the refund shall be made to customers of record as of a date specified by the Commission. In such case, refunds shall be made on the basis of usage. Per customer refund refers to a refund to every customer receiving service during the refund period. Customer of record refund refers to a refund to every customer receiving service as of a date specified by the Commission.

(4) Interest.

(a) In the case of refunds which the Commission orders to be made with interest, the average monthly interest rate until refund is posted to the customer's account shall be based on the 30 day commercial paper rate for high grade, unsecured notes sold through dealers by major corporations in multiples of \$1,000 as regularly published in the Wall Street Journal.

(b) This average monthly interest rate shall be calculated for each month of the refund period:

- 1. By adding the published interest rate in effect for the last business day of the month prior to each month of the refund period and the published rate in effect for the last business day of each month of the refund period divided by 24 to obtain the average monthly interest rate;
- 2. The average monthly interest rate for the month prior to distribution shall be the same as the last calculated average monthly interest rate.
- (c) The average monthly interest rate shall be applied to the sum of the

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previous month's ending balance (including monthly interest accruals) and the current month's ending balance divided by 2 to accomplish a compounding effect.

(d) Interest Multiplier. When the refund is computed for each customer, an interest multiplier may be applied against the amount of each customer's refund in lieu of a monthly calculation of the interest for each customer. The interest multiplier shall be calculated by dividing the total amount refundable to all customers, including interest, by the total amount of the refund, excluding interest. For the purpose of calculating the interest multiplier, the utility may, upon approval by the Commission, estimate the monthly refundable amount.

(e) Commission staff shall provide applicable interest rate figures and assistance in calculations under this Rule upon request of the affected utility.

(5) Method of Refund Distribution. For those customers still on the system, a credit shall be made on the bill. In the event the refund is for a greater amount than the bill, the remainder of the credit shall be carried forward until the refund is completed. If the customer so requests, a check for any negative balance must be sent to the customer within 10 days of the request. For customers entitled to a refund but no longer on the system, the company shall mail a refund check to the last known billing address except that no refund for less than \$1.00 will be made to these customers.

(6) Security for Money Collected Subject to Refund. In the case of money being collected subject to refund, the money shall be secured by a bond unless the Commission specifically authorizes some other type of security such as placing the money in escrow, approving a corporate undertaking, or providing a letter of credit. The company shall provide a report by the 20th of each month indicating the monthly and total amount of money subject to refund as of the end of the preceding month. The report shall also indicate the status of whatever security is being used to guarantee repayment of the money.

(7) Refund Reports. During the processing of the refund, monthly reports on the status of the refund shall be made by the 20th of the following month. In addition, a preliminary report shall be made within 30 days after the date the refund is completed and again 90 days thereafter. A final report shall be made after all administrative aspects of the refund are completed. The above reports shall specify the following:

(a) The amount of money to be refunded and how that amount was computed;

(b) The amount of money actually refunded;

(c) The amount of any unclaimed refunds; and

(d) The status of any unclaimed amounts.

(8) Any unclaimed refunds shall be treated as cash contributions-in-aid-ofconstruction.

Specific Authority: 350.127(2), F.S.

Law Implemented: 367.081(6), 367.082(2), F.S.

History: New 8/17/83, Formerly 25-10.76, 25-10.076, Amended 11/9/86, 11/30/93.